

Matter Name	Matter #	Division	Referral	Matter Type	Opened Date	Trade Code	Subtrade Code	Matter Summary	Status	Claimed Losses	Status Date	Business Interaction By	Process Code	Status Code
Newcomb, Irene (Paquin Motors) CAP	2014-8137	CAP	VADA	Complaint	9/9/2014	39 - Motorized Vehicles	39U - Used Car	Consumer was approved for auto financing based upon falsified income.	Closed	\$0.00	9/19/2014	Personal Contact	REF - Referral	REF - Referral
Patterson, Scott (Paquin Motors) CAP	2013-7319	CAP	VADA	Complaint	11/22/2013	39 - Motorized Vehicles	39P - Promotional Company	Can't opt out of mailing list from business without providing marketing company with social security number.	Closed		11/22/2013	Phone	REF - Referral	RES - Resolved
Betty Ryan (Paquin Motors, Inc.)	CAP12-08-1054	CAP		Legacy Matter	8/8/2012	39 - Motorized Vehicles	39U - Used Car	Went to dealership with son to purchase vehicle. Consumer maintains that salesperson suggested the car saying it was the only one they'd be able to finance, test drive was never offered. Car is too big and consumer would like to trade it for a smaller, comparably priced vehicle.	Closed	\$0.00	11/12/2012		REG - Complaint sent to business for a response	RES - Resolved
Karen Jarvis (Paquin Motors, Inc.)	CAP12-05-1093	CAP	VADA	Legacy Matter	5/11/2012	39 - Motorized Vehicles	39A - ATVS	Consumer independantly sent complaint to business on Feb 29th,no response. Alleges pressure sale tactics and unwillingness to divulge price information. Relief requested: some acknowledgement of aggressive sale tactics. TCB	Closed	\$0.00	5/29/2012		REF - Referral	RES - Resolved
Tim Cornell (Paquin Motors, Inc.)	CAP10-12-1083	CAP		Legacy Matter	12/8/2010	39 - Motorized Vehicles	39U - Used Car	Consumer purchased car and wanted a pro-rated extended warranty. Company told him they would send him a refund check. Consumer has not yet received the check and has called repeated times with no response as to when he will receive it. He also wants the dealership to call him back. Sent consumer the VADA form.	Closed	\$0.00	6/28/2016		REG - Complaint sent to business for a response	NBR - No Business Response After Repeated Attempts
Jodi Teague (Paquin Motors, Inc.)	CAP09-11-1053	CAP	VADA	Legacy Matter	11/4/2009	39 - Motorized Vehicles	39C - Boats	Ms. Teague says she has had dealer attempt to fix vehicle four times with no success. She is filing with the Motor Vehicle Arbitration board whereas she believes the vehicle to be a lemon. She also requested the forms to complete her complaint with VADA. -Crystal	Closed	\$0.00	4/20/2010		REF - Referral	RES - Resolved
NICOLE CLAPPER (Paquin Motors, Inc.)	CAP08-05-1003	CAP		Legacy Matter	5/1/2008	39 - Motorized Vehicles	39C - Boats	THE CONSUMER EXPERIENCED PROBLEMS WITH HER AUTOMOBILE, THE DEALER WOULD NOT FIX IT.	Open	\$15,000.00	5/1/2008		INF - Informational file no mediation	INF - No Resolution Requested
TIMOTHY DEUSO (Paquin Motors, Inc.)	CAP08-02-998	CAP		Legacy Matter	2/25/2008	39 - Motorized Vehicles	39C - Boats	RECEIVED PROMOTIONAL "PRIZE" IN MAIL FROM THE BUSINESS AND WENT TO THE DEALERSHIP TO REDEEM IT, ONLY TO FIND THE PRIZE WAS NOT GIVEN.	Open	\$0.00	2/25/2008		INF - Informational file no mediation requested	INF - No Resolution Requested

NANCY LAFOUNTAIN (Paquin Motors, Inc.)	CAP06-09-394	CAP		Legacy Matter	9/27/2006	39 - Motorized Vehicles	39C - Boats	PURCHASED NEW CAR DEALERS VERBAL STATEMENTS DIDN'T MATCH CONTRACT	Open		9/27/2006		INF - Informational file no mediation requested	INF - No Resolution Requested
Zambetti, Ron (Paquin Auto) CAP	2015-06723	CAP		Complaint	42215	39 - Motorized Vehicles	39Z - Other	Jeep was taken in under recall and they have not been able to come up with a satisfactory resolution since the car was brought in.	Closed	0	42563	Unknown	REG - Complaint sent to business for a response	RES - Resolved
Shedrick, Terry (North Country Nissan) CAP	2016-07880	CAP	VADA	Complaint	42653	39 - Motorized Vehicles	39F - New Car	Rebecca calling on behalf of consumer. Consumer reports having filed a complaint with fed trade commission. Bought car from Paquin Motors. Consumer signed application for loan, but the information provided on loan is incorrect, including the income and occupation of consumer listed. Consumer reports document partially concealed when signed. Consumer is disabled. Lives on social security. Threatened to be counter-sued by bank.  Bought June 8, brought back June 14. Thought \$239, paid \$339.	Closed		42713		REF - Referral	CUR - Closed, Unable To Resolve/No Resolution
Purvis, Michael (North Country Nissan). CAP	2015-05321	CAP		Complaint	42170	39 - Motorized Vehicles	39U - Used Car	Son went in to look at a car but felt pressured to take a loan out on the car he didn't want.	Closed	0	42562	Unknown	REG - Complaint sent to business for a response	RES - Resolved